EXHIBITOR SERVICE MANUAL

ISPE Boston Area Chapter Product Show

Gillette Stadium

Foxborough, MA

October 2, 2013

CAPITAL
convention contractors
10 Technology Drive, Suite 40 | Hudson, MA 01749
capitalconventions.com | Fax: 508-351-9911
877-335-3700

TABLE OF CONTENTS

A. Show Information

General Information
Secure On-line Ordering

B. Payment Policies/Recap Form

Credit Card Authorization
Third Party Payment Policy
Order Summary

C. Rules & Regulations

Liability & Insurance Bulletin
Labor Guidelines
Fire Regulations

D. Booth Labor

Booth Labor Order Form
Exhibitor-Appointed Contractor

E. Shipping & Material Handling

Material Handling Definitions
Estimated Material Handling Order Form
Material Handling Rate Schedule
Material Handling Policy
Cartload Service Order Form
Advance Shipping Labels
Direct Shipping Labels
Official Show Carrier / YRC Freight

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Show Information

General Information

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GENERAL INFORMATION

Dear Exhibitor,

Capital Convention Contractors is pleased to have been selected as the Official Service Contractor for the ISPE Boston Area Chapter Product Show being held at the Gillette Stadium in Foxborough, MA. In our commitment to an enjoyable and smooth running event, this Capital Exhibitor Service Manual has been prepared for your use in planning your event. *Please review the following information carefully and place orders early to save time and money!*

Table Top package: Includes free of charge:

Standard
Each standard table top package will be set with one 6' x 24" wide skirted table, one 7" x 44" Exhibitor ID sign with booth number, and standard electrical 500w/5AMP service.

Premium and Super Premium
Each Premium and Super Premium table top package will be set with one 8' x 30" wide skirted table, one 7" x 44" Exhibitor ID sign with booth number, and standard electrical 500w/5AMP service.

Booth package: Includes free of charge:
Each 10' x 10' booth package will be set with an 8' high backwall drape, 3' siderail drape, one 8' x 30" wide skirted table, one 7" x 44" Exhibitor ID sign with booth number, and standard electrical 500w/5AMP service.

Show Drape Color: Royal Blue **Carpet:** Exhibit hall is carpeted

Exhibitor Move-in and Move-out Schedule

Exhibitor Set-up:	Wednesday,	October 2	8:30 a.m. – 11:30 a.m.
Exhibit Hours:	Wednesday,	October 2	12:00 p.m. – 7:30 p.m.
Exhibitor Dismantle:	Wednesday,	October 2	7:30 p.m. – 10:30 p.m.

Important Shipping Procedures

Capital recommends shipping exhibit materials up to 30 days prior to event move-in to our *Advance Freight Receiving Warehouse.* Making advance shipping arrangements will ensure a prompt and secure delivery to your exhibit site! The event's location will not have the facilities to receive and store such materials in advance and may refuse your shipment and additional charges may occur.
For Advance Shipping to Warehouse: All freight shipments must be shipped prepaid and received in our warehouse no later than **September 25, 2013**. *A 35% late charge will apply if orders for advance shipping are received after this date.*
For Direct Shipping to Show Site: DO NOT ship exhibit materials direct to show site to arrive prior to **October 2, 2013**. You MUST designate your shipment for arrival during exhibitor set-up date only and label your materials c/o CAPITAL CONVENTION CONTRACTORS.

We look forward to working with you!

CAPITAL CONVENTION CONTRACTORS

If you have any questions, please feel free to contact Exhibitor Services at the number below.
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Return to Table of Contents

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Payment Policies-

Order Summary

[Credit Card Authorization Payment Policy]
[Third Party Payment Policy]
[Order Summary]

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ISPE Boston Area Chapter Product Show
Gillette Stadium
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October 2, 2013

CREDIT CARD AUTHORIZATION FORM

Circle One		
American Express	VISA	MasterCard

Exhibitor _____ **Booth #** _____

CREDIT CARD BILLING INFORMATION

Credit Card Billing Address _____

City _____ **State** _____ **Zip Code** _____

Contact Person _____ **Email** _____

Phone ( ) _____ **Fax ( )** _____

Credit Card Number _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ _ **Expiration Date** _____

Card Holder Name (please print) _____ **Signature** _____

Cardholder hereby authorizes Capital to charge credit card described herein for all charges incurred by Exhibitor and has read, understands and agrees to all forms in the exhibitor manual and agrees to pay all charges as described in the Cardholder Agreement. All estimated charges must be paid in ADVANCE, and a valid credit card must be on file with Capital authorizing payment for modified and/or additional charges. All charges must be paid by the end of the show.

IMPORTANT: PLEASE PROVIDE YOUR BOOTH REPRESENTATIVE WITH A COPY OF THIS CREDIT CARD AUTHORIZATION FORM TO AVOID ANY MISUNDERSTANDING.

CREDIT CARD PAYMENT POLICY

NO SERVICES WILL BE RENDERED UNTIL THIS DOCUMENT IS COMPLETED, SIGNED AND RETURNED TO CAPITAL

ADVANCE FLOOR ORDERS: All orders require advance payment for initial estimate of charges for services AND a VALID CREDIT CARD with proper authorization be provided to Capital. You may prepay with a company check, but a credit card is required by Capital to ensure any unexpected charges, such as additional freight, clean-up cost, etc. that are paid at the time the show closes.
THIRD PARTY ORDERS: If you choose to contract work to a Display or Exhibit House/company and/or require services from Capital, the payment information presented above shall apply. Capital must be notified, in writing, from exhibiting company or any other Display or Exhibit Company involved in the set-up or dismantle of exhibits.
DRAYAGE TO WAREHOUSE OR SHOW SITE AND/OR LABOR: Capital's Payment Policy must be adhered to by exhibitor prior to any freight being shipped to Capital. All charges for freight, assembling, disassembling, shipping, handling and any other must be prepaid. If adjustments or additional charges are required at Show Close, they will be charged to the enclosed Credit Card provided, unless Exhibitor disputes charges in writing. Capital is **not responsible** for any damage or loss of your freight; please secure round trip insurance from your company insurance carrier.
ALL CHARGES: All charges/costs requested by Exhibitor MUST be **PAID IN FULL** before services are rendered, and any adjustment and/or additional charges must be paid by Show Close. Such costs will be charged to Exhibitor's credit card provided unless prior arrangements have been made. All Checks must be drawn on a US bank, and there will be a minimum charge for each NSF check written to Capital. Declined credit cards are subject to a $35.00 service fee.
ADJUSTMENTS: Exhibitors are responsible for ensuring services rendered as ordered prior to Show Opening. All requests for adjustments must be made on site prior to the Show Closing. Capital will not be responsible for adjustments after the Show Closes unless prior arrangements have been made in writing to Capital.
SALES TAX: Applicable city, county and state taxes will apply. If any Exhibitor is exempt from paying sales tax, it is the Exhibitor's responsibility to provide Capital with its tax exempt certificate prior to the Show Opening.
COLLECTION POLICY: In the event this contract is turned over to an attorney for collection or dispute, Capital will be entitled to reasonable attorney fees.

Return to Table of Contents

CAPITAL
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ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

THIRD PARTY PAYMENT POLICY

Capital Convention Contractors will invoice third parties for payment of services rendered to exhibitors provided the following conditions are met:

1. The payment record of the third party is acceptable to *Capital*.
2. This completed form is signed by both parties and returned to *Capital* at least 14 days prior to move-in.
3. **A completed Credit Card Authorization Form MUST accompany this form from each party.**
4. Capital's prepayment policy is adhered to; i.e. orders must be received with payment by the deadline dates.
5. If there is any doubt which party is to be invoiced for a service, the exhibiting firm accepts responsibility for payment upon presentation of invoice at show site.
6. The exhibiting firm is ultimately responsible for payment of all charges by show conclusion.
7. Both parties have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Please indicate which of the following items/services are to be invoiced to the third party:

- ☐ All Capital Services
- ☐ Freight Handling
- ☐ Furniture/Carpet
- ☐ Booth Cleaning
- ☐ Labor
- ☐ Other (specify) _____

We understand and agree that we, the exhibiting firm, are ultimately responsible for payment of charges incurred. In the event the named third party does not make payment upon presentation of invoice at show site, such charges will be presented to the exhibiting firm for payment before the close of the show.

Exhibiting Firm

Company Name _____ Booth # _____

Address _____

City/State/Zip Code _____

Phone ( ) _____

Authorized Signature _____ Printed Name _____

Display House 3rd Party

Display House 3rd party _____

Address _____

City/State/Zip Code _____

Phone ( ) _____

Authorized Signature _____ Printed Name _____

Return to Table of Contents

CAPITAL
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ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

ORDER SUMMARY

Payment Policy: All orders faxed or mailed to Capital must be accompanied by a Credit Card Authorization Form. Payment in full is due at show site. Absolutely no show site orders will be executed prior to full payment of all customer bills.

Calculate your order total:

Service	Amount Due
Exhibitor Booth Labor*	$ _____
Material Handling*	$ _____
Miscellaneous	$ _____
MA Tax 6.25%	$ _____
TOTAL ESTIMATED CHARGES	$ _____

*indicates nontaxable services

PLEASE BE AWARE OF OUR PAYMENT AND PRICING POLICIES

ALL CHARGES MUST BE PAID PRIOR TO THE CLOSE OF THE SHOW

ORDERS RECEIVED WITHOUT FULL PAYMENT OR CREDIT CARD INFORMATION WILL NOT BE PROCESSED

MAKE CHECKS PAYABLE TO: CAPITAL CONVENTION CONTRACTORS
Checks must include exhibiting firm name and booth number

.

RETURN VIA FAX: 508-351-9911

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____

Address _____ City/State _____ Zip Code _____

Phone ( ) _____ Fax ( ) _____ Email address _____

Authorized Signature _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.
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Return to Table of Contents

CAPITAL
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Rules & Regulations

[Liability & Insurance Bulletin]
[Labor Guidelines]
[Fire Regulations]

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Return to Table of Contents

CAPITAL
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ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

LIABILITY AND INSURANCE BULLETIN

Capital Convention Contractor's liability shall be limited to the physical loss or damage to the specific article, which is lost or damaged as described below:

1. Capital Convention Contractors shall not be responsible for damage to uncrated materials; materials improperly packed or concealed damage.

2. Capital Convention Contractors shall not be responsible for loss, theft, or disappearance of exhibitor's materials after same have been delivered to exhibitor's booth.

3. Capital and its subcontractors shall not be responsible for loss, theft, and disappearance of exhibitor's materials before it is picked up from exhibitor's booth for reloading after the close of the show. Outbound Bills of Lading are available at the Capital Exhibitor Service Desk. Outbound Bills of Lading will be checked at the time of actual pickup of freight from the booth. Piece counts will be adjusted and corrections will be made to the Bill of Lading where discrepancies may occur.

4. Capital and its subcontractors will not be responsible for ordinary wear and tear in handling of equipment. Neither will they be responsible for loss, damage or delay of shipments due to fire, theft, water, vandalism, acts of God, strikes, lockouts, work stoppages of any kind or any other circumstances beyond their control.

5. Capital and its subcontractors' liability shall be limited to physical loss or damage to the specific article which is lost or damaged, and in any event Capital's maximum liability shall be limited to $.30 per pound per article with a maximum liability of $50.00 per item or $1,000.00 per shipment, whichever is less.

6. If Capital is found negligent for the damage of materials, the exhibitor's sole remedy will be to have Capital repair or replace the defective materials with that of like kind and quality. In no event shall Capital be liable for incidental or consequential damages, which may result or arise out of the damaged materials. This shall include those losses or damages, which may arise out of the inability of an exhibitor to show their product.

7. The consignment for delivery of a shipment to Capital by an exhibitor, or by any shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this notice. It is understood that Capital and its subcontractors are not insurers. Insurance, if any, shall be based on the value of the material handling services and the scope of liability is unrelated to the value of the Exhibitor's property being handled. It is suggested that exhibitors insure all shipments from the time they leave your company until they are returned from the show. If a shipment must be re-routed due to incorrect or unclear shipping instructions on the Outbound Bill of Lading, Capital assumes no liability as a result of such rerouting or handling.

8. Capital and its subcontractors shall not be liable to any extent whatsoever for any actual, potential or assumed loss of profits or revenues or for any collateral costs, which may result from any loss or damage to an Exhibitor's materials, which may make it impossible or impractical to, exhibit same.

9. Loss or damage must be submitted to Capital prior to the close of the show on which the loss or damage occurred or shall be considered waived. No suit or action shall be brought against Capital or its subcontractors more than one (1) year after the accrual of the cause of action therefore.

10. Shipment received without receipts, freight bills or specified unit counts on receipts or freight bills such as UPS or van lines will be delivered to the exhibitor's booth without guarantee of piece count or condition. No liability will be assumed by Capital for such shipments.

11. Empty container labels are available at the service desk. Affixing the labels is the sole responsibility of the exhibitor or his/her representative. All previous labels should be removed or completely covered. Capital assumes no responsibility for errors to the aforementioned procedure, removal of containers with old empty labels and without Capital's labels, improper information on empty labels, or valuable stored in containers with empty labels.

12. Freight handling charges are the responsibility of the exhibitor to whom the shipments have been consigned. Also, charges for loading out freight shipments are the responsibility of the exhibitor from whose shipments are made. Exhibitors may not assign this responsibility to suppliers or customers.

    The exhibitor agrees, in the event of a dispute with Capital relative to any loss or damage to any of their materials or equipment that they will not withhold payment of any amount due to Capital for Drayage or any other service provided by Capital as an offset against the amount of the alleged loss or damage. Instead, they shall agree to pay Capital at the close of the show for all such charges, and they further agree that any claim they may have against Capital shall be pursued independently by them as a completely separate transaction to be resolved on its own merits.

13. Where an exhibitor indicates choice of carrier for pickup, it is the exhibitor's responsibility to arrange with such carrier for said pickup service. If the carrier does not pick up within the time limited for the removal of exhibitor's materials at the Exhibit Hall, we reserve the right to forward such materials by the shipping method of our choice or to remove said materials to our warehouse for disposition, at an additional charge to the exhibitor in accordance with prevailing rates for the service performed.

14. Materials left behind without orders placed at the Service Desk may be classified as abandoned. The Service Contractor shall not be responsible for same. We are not responsible for any delay of rush shipments. We will expedite such rush shipments to the best of our ability, but will not assume any financial responsibility for shipments, which do not arrive at their destination at a dated time.

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ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

LABOR GUIDELINES & NON-OFFICIAL CONTRACTOR RULES FOR EXHIBITOR PARTICIPATION

To assist you in planning for your participation in this upcoming exposition, we are certain you will appreciate knowing in advance that Capital labor is required for certain aspects of your exhibit handling. To help you understand, we ask that you read the following:

MATERIAL HANDLING

The facility requires that the official material handling contractor, Capital, off-load all equipment and display materials for **ALL** common carrier and van line trucks. **The use of fork trucks, pallet jacks and lift gates are only permitted by personnel of Capital Convention Contractors.**

Exhibitors are allowed to perform their own material handling, provided they meet all of the following criteria:

- Personnel performing the work must be **bonafide, full-time employees** of the exhibiting company.
- Exhibitors may load/unload uncrated materials from a mini-van, car, station wagon, pick-up truck or box truck owned by the exhibiting company.
- Exhibitors may use **only** hand-operated equipment, which they have provided; two-wheeled hand trucks and four-wheeled flat carts are permitted.
- Exhibitors choosing to handle their own materials are responsible for their own storage during the show.

EXHIBIT INSTALLATION AND DISMANTLING

Full time employees of the exhibiting companies may set their own exhibits without assistance from Capital. Any labor services that may be required beyond what your regular full time employees can provide must be rendered by Capital. Labor can be ordered in advance by returning the Labor Order Form, or at show site, at the service desk. Proof of full time employment status may be requested by Capital.

NON-OFFICIAL CONTRACTOR RULES

Non-Official Installation and Dismantling Contractors may choose to use Capital Convention Contractors for labor and/or supervision or provide their own.

The following is required should they provide their own:

- Non-Officials must furnish Show Management the names and addresses and telephone numbers of key executives for emergency contact.
- All personnel must be properly identified with a badge at show site.

This statement and insurance rider **is not** required by the exhibitors who plan to set-up and dismantle their own booths or equipment with their own employees.

All Non-Officials Installation and Dismantle Contractor (supervisors) will be allowed on the exhibit floor **only** during official installation and dismantle hours, and must be identified with a temporary work pass, either supplied by Show Management or the Official Service Contractor.

TIPPING

CAPITAL CONVENTION CONTRACTORS requests that exhibitors do not tip our employees. They are paid at an excellent wage scale denoting a professional status, and we feel that tipping is not necessary. This applies to all employees. Any request for such should be brought to the attention of a Capital representative at the service desk or correspondence may be directed to the attention of the General Manager at the Capital office.

SAFETY

Standing on chairs, tables, or other rental furniture is prohibited. This furniture is not engineered to support standing weight. CAPITAL CONVENTION CONTRACTORS cannot be responsible for injuries or falls caused by the improper use of this furniture. If assistance is required in assembling your booth, please order labor on the Labor Order Form and the necessary ladders and tools will be provided.

If you have any questions, please feel free to contact Exhibitor Services at the number below.
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Return to Table of Contents

CAPITAL
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ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

US FIRE DEPARTMENT REGULATIONS

For Exhibits, Exhibitions and Trade Shows – Public & Private

Booth Construction – Booths, platforms and space dividers shall be of materials that are flame-retardant or rendered so, satisfactory to the Fire Department representatives. Coverings for counters or tables used within or as part of the booth shall be flame-retardant. All electrical wiring and apparatuses will be of a wire UL type approved.

Fire Department – A permit shall be required for the following:

1. Display or operate any heater, barbecue, heat-producing or open flame device, candles, lamps lanterns, torches, etc.
2. Display or operate any electrical, mechanical, or chemical device, which may be deemed hazardous by the fire department.
3. Use or storage of inflammable liquids and dangerous chemicals.
4. Display any internal combustion engine *(special requirements available upon request).*
5. Use of compressed gases. (Permit available for 32CF bottles ½ or less full).

Obstructions – Aisle and exits, as designated on approved show plans, shall be kept clean, clear and free of obstacles. Booth construction shall be substantial and fixed in position in specified areas for the duration of the show. Easels, signs, etc., shall not be placed beyond the booth area into aisles. Firefighting equipment shall be provided and maintained in accessible, easily seen locations and may be required to be posted with designating signs.

Fire-Retardant Treatment – All decorations, drapes, signs, banners, acoustical materials, cotton, paper, hay straw, moss, split bamboo, plastic cloth, and similar materials shall be flame-retardant to the satisfaction of the Fire Department. Booth identification banners and signs shall be flame-retardant unless smaller than 1232 square inches (28” x 44”) if separated from other combustibles by a minimum of 12” horizontally and 24” vertically. Oil cloth, tar paper, nylon and certain other plastic materials cannot be made flame-retardant, and their use is prohibited.

Combustibles – Literature on display shall be limited to reasonable quantities (one-day supply). Reserve supplies shall be kept in closed containers and stored in a neat and compact manner in a location approved by the Fire Department. All exhibit and display empty cartons must be stored in an approved drayage area. If the show is under a 24-hour approved manned security program, automobiles are allowed to retain 1 gallon or less of fuel, gas caps must be taped. Batteries are to be disconnected and taped.

STORAGE BEHIND BOOTH BACKWALL IS STRICTLY PROHIBITED.

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Booth Labor

Booth Labor Order Form
Booth Labor Order Form- page 2
Exhibitor-Appointed Contractor

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Return to Table of Contents

CAPITAL
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ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

LABOR ORDER FORM

Labor is available for installation and dismantling of exhibits, shrink-wrapping and banding of materials.
RATES:

- **Straight Time: $ 59.00 per man-hour.** 8:00 a.m. to 4:30 p.m. Monday through Friday. One hour minimum.
- **Overtime: $ 88.50 per man-hour.** before 8:00 a.m. and after 4:30 p.m., and all hours on Saturday, Sunday and observed holidays, where applicable. One hour minimum.

CALCULATE ESTIMATED LABOR

	DATE	TIME		# OF MEN		TOTAL HOURS		RATE PER MAN HOUR		ESTIMATED COST
INSTALLATION:	_____	_____	AM PM	_____	X	_____	X	$ _____	=	$ _____
DISMANTLE:	_____	_____	AM PM	_____	X	_____	X	$ _____	=	$ _____

FINAL COSTS WILL BE CALCULATED AFTER COMPLETION OF SERVICES. COSTS ARE BASED ON OPTIONS AND ACTUAL LABOR TIME.

ON-SITE LABOR ORDERS WILL BE CHARGED AN ADDITIONAL 30%

Labor Options (choose one)

◯ Exhibitor Supervised Labor ◯ Capital Supervised Labor

EXHIBITOR SUPERVISION

All labor is performed under the direction of the exhibitor. Exhibitor must meet the scheduled labor at the Capital Service Desk. Failure to check in at the scheduled time will result in a one-hour minimum charge per person requested. Starting times are guaranteed only in those instances where labor is requested for the start of the workday. Twenty-four hour notice is required for cancellation of labor services.

Company Representative: _____ **Phone:** _____

CAPITAL SUPERVISION

This plan allows for exhibits to be set up prior to exhibitors arrival. The charge for this service is **50% of the exhibitor's total labor bill,** with a minimum of $45.00 on installation and $45.00 on dismantles. In order to perform this service without the exhibitor's representative present, Capital must have detailed set-up instructions (blueprints/floor plans, etc.) with this labor order.
Please see the next page for outbound shipping instructions.

Set Up Information Required:

Booth display being shipped to: ◯ Warehouse ◯ Show site Scheduled delivery date _____
Shipment consists of: ◯ Crates ◯ Cartons ◯ Carpets/pads
If no carpet is being shipped, is carpet ordered through Capital? ◯ Yes ◯ No
Blueprints & Exhibit instructions: ◯ Attached ◯ Shipped with Display (Please supply advance instructions with order)

ADDITIONAL OPTIONS

◯ Steel banding at $1.10 per linear foot, including labor. $50.00 MINIMUM (include on Order Summary page)
◯ Shrink wrap at $35.00 per skid _____ # x $35.00 = _____ (include on Order Summary page)

FULL PAYMENT MUST ACCOMPANY ALL ORDERS

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____

Address _____ City/State/Zip _____ Signature _____

Phone ( ) _____ Fax ( ) _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.
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Return to Table of Contents

CAPITAL
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ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

LABOR ORDER FORM (CONTINUATION)

Only Exhibitors hiring Capital to dismantle their booth should complete this form.

OUTBOUND SHIPPING

At the close of the show, exhibitor freight will be shipped to the **following address**:
If your freight is being shipped to another tradeshow, be sure to include the show name and your booth number.

Company Name: _____ Booth #: _____

Address: _____

City/State/Zip: _____

Attention: _____

SELECT SHIPPING METHOD

☐ **Exhibitor Carrier Choice:** _____

☐ **Official Show Carrier:** **YRC** Ground ***Must arrive by:** _____

PLEASE NOTE: If an exhibitor is using a carrier of his/her choice (not using the official show freight carrier) the exhibitor is responsible for arranging for the carrier to pick up at the close of the show. Shipping costs are not included and are the responsibility of the exhibitor. Capital cannot guarantee pick up time for exhibitor appointed carriers, all shipments are moved out of the exhibit hall at Capital's discretion.

BILLING INFORMATION

Bill Shipping Charges to (if different from above):

Shipper (signature)_____ Print Name: _____

Freight Charges Billed to:

Company Name: _____

Address: _____

City/State/Zip: _____

Attention: _____ Phone: _____

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____

Address _____ City/State/Zip_____ Signature _____

Phone ( ) _____ Fax ( ) _____ Email address _____

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Return to Table of Contents

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877-335-3700

ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

EXHIBITOR-APPOINTED NON-OFFICIAL CONTRACTOR AUTHORIZATION

If your company plans to use a Contractor other than Capital, please read, complete and submit this form to Capital Convention Contractors.

Official Service Contractors are appointed to perform and provide necessary services and equipment.

The Official Service Contractor will provide all usual trade show services, including labor.
Exceptions are:

- Supervision may be provided by the exhibitor.
- The exhibitor may appoint the official contractor for supervision.
- The exhibitor may appoint a qualified non-official contractor.

Official Service Contractors are appointed to:

- Ensure the orderly and efficient installation and removal of exhibits.
- Assure the distribution of labor to all exhibitors according to need.
- Provide sufficient labor to satisfy the requirements of exhibitors and for the show itself.
- See that the proper type and limits of insurance are in force.
- Avoid any conflicts with local union regulations and requirements.

SHOULD THE EXHIBITOR WISH TO EMPLOY THE SERVICES OF A CONTRACTOR OTHER THAN THE OFFICIAL CONTRACTOR, THE FOLLOWING CONDITIONS MUST BE MET:

1. The exhibitor must inform Capital Convention Contractors of the name and address of the contractor and the work performed. This information must be received in writing no later than 30 days prior to the show in Capital's office. If this information is **not** received 30 days prior to the show, Capital labor must be used for all work. The non-official contractor will be permitted to supervise only.
2. The non-official contractor to be used by the exhibitor must do the following:
   a. Provide a certificate of insurance with at least the following limits: Comprehensive General Liability not less than $1,000,000 with respect to injuries to any one person in any occurrence; and $500,000 with respect to damage of property; Workers' Compensation Insurance, including employee liability coverage, in a minimum amount of not less than $1,000,000 of individual and/or aggregate coverage, and naming Capital Convention Contractors as additional insured.
   b. Agree to abide by all the rules and regulations of the show.
   c. Agree to abide by all union rules and regulations.
   d. Information must be received in the Capital office no later than 30 days prior to the show.
   e. Identification badges must be worn at all times. Temporary labor badges will be provided. Badges will be issued only to persons actually used to supervise, install, dismantle and maintain exhibit-related equipment.

For services such as electrical, plumbing, telephone, cleaning and drayage, no other contractor other than the official contractor will be approved. This regulation is made necessary because work is done on equipment and facilities owned by parties other than the exhibitor. The exhibitor shall provide only the material and equipment that he owns and that is to be used in his exhibit space.

INCOMPLETE OR UNSIGNED FORMS WILL NOT BE ACCEPTED.

Return this form, along with Certificate of Insurance and name and addresses of employees who are working in your booth by September 2, 2013 to Capital.

ACKNOWLEDGED AND AGREED TO: Signature of Exhibitor: _____

Date: _____ Booth # _____

Name of Service Contractor: _____

Contractor Street Address _____

City/State _____ Zip Code _____

Contractor Phone ( ) _____ Fax ( ) _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.
MAIL OR FAX FORM TO: Capital Convention Contractors ·10 Technology Dr · Suite 40 · Hudson, MA 01749
Phone 877-335-3700 · Fax 508-351-9911 · Email help@capitalconventions.com

Return to Table of Contents

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877-335-3700

ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

Shipping & Material Handling

[Material Handling Definitions]
[Estimated Material Handling Order Form]
[Material Handling Rate Schedule]
[Material Handling Policy]
[Cartload Service Order Form]
[Advance Shipping Labels]
[Direct Shipping Labels]

Official Show Carrier / YRC Freight

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Return to Table of Contents

CAPITAL
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ISPE Boston Area Chapter Product Show
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October 2, 2013

MATERIAL HANDLING DEFINITIONS

What is Additional Handling?
Material delivered in such a manner that it requires additional handling, such as (but not limited to) shipments that are loaded by cubic space, ground loading/unloading, stacked or constricted space loading/unloading, designated piece loading/unloading, alternate delivery location, loads mixed with pad wrapped material, carpet/pad, multiple shipments, pad wrapped shipments, uncrated shipments, no documentation (including weight tickets), and inaccurate or missing weights which require shipment to be re-weighed on the dock. Shipments loaded in this manner require additional time, equipment and/or labor. Courier type companies (such as Federal Express, UPS, and DHL), airfreight and local cartage companies, POVs & company trucks are included in this category due to their delivery procedures.

What is a Cartage Company?
Freight forwarders, as well as other carriers, will often outsource the delivery of their freight to third party cartage companies. Cartage companies provide local pick-up and delivery services to and from the event venue, as well as other locations. In most cases cartage companies will consolidate shipments from multiple carriers onto a single truck. Due to their loading/unloading procedures, these shipments may fall into the additional handling category.

What is The Difference Between Crated and Uncrated Shipments?
Crated shipments are those that are packed in any type of shipping container that can be unloaded at the dock with no additional handling required. Such containers include crates, fiber cases, cartons, and properly packed skids. An uncrated shipment is material that is shipped loose or pad-wrapped, and/or unskidded without proper lifting bars and hooks.

What are Stacked Shipments?
Shipments loaded in a manner that requires pieces to be moved to ground level for delivery to booth. Stacked or "cubed out" shipments, and loose items placed on top of crates and/or pallets constitute additional handling.

What is Ground Loading/Unloading?
Applies to facilities where there is no loading dock and to vehicles that are not dock height and therefore cannot be loaded/unloaded at a loading dock. Examples are U-Hauls, flat bed trailers, double drop trailers, and company vehicles with trailers.

What are Mixed Shipments?
Mixed shipments are those that include both crated and uncrated goods. Where the percentage of uncrated is minimal and does not warrant the full uncrated rate for the shipment Capital will charge additional handling. Capital defines additional handling for mixed loads as more than 30% of the volume uncrated.

What is Constricted Space Loading/Unloading?
Freight that is loaded "high and tight" in the trailer and is not easily accessible, or freight that is loaded to full capacity of the trailer (top to bottom, side to side). An example of this is freight that is loaded down one side of a trailer that must be bypassed to reach targeted freight.

What is Designated Piece Loading/Unloading?
Drivers that require loading of specific pieces in a certain order to ensure all items fit on the trailer, or having to remove freight from the trailer and then reload to fit on the trailer.

What is Alternate Delivery Location?
Shipments that are delivered by a carrier and require pieces to be delivered to different areas/levels in the same building, or to other venues (such as a hotel near an event venue).

What are Multiple Shipments?
Any carrier delivering more than (1) one shipment for more than (1) one exhibitor, booth, location, or venue will be charged additional handling due to additional labor that is needed to sort, separate and deliver the various shipments.

What does it Mean if I Have "No Documentation"?
Shipments that arrive from a small package carrier (including Federal Express, UPS, and DHL) without an individual Bill of Lading, requiring additional time, labor or equipment to process.

What about Carpet/Pad Only Shipments?
Shipments that consist solely of carpet and/or carpet padding require additional handling due to additional time, labor and equipment needed to load/unload.

Return to Table of Contents

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ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

ESTIMATED MATERIAL HANDLING ORDER FORM

INBOUND SHIPPING INFORMATION

ADVANCE SHIPMENTS

Please use enclosed freight labels
Receiving hours: M-F 9:00 am to 4:00 pm
Must arrive by: September 25, 2013
To: Exhibitor Name/ Booth #
For: ISPE Boston Area Chapter Product Show
c/o Capital Convention Contractors
35 Lyman Street
Northborough, MA 01532

DIRECT SHIPMENTS

Please use enclosed freight labels
Received only during exhibitor move-in hours
Only on: October 2, 2013
To: Exhibitor Name/ Booth #
For: ISPE Boston Area Chapter Product Show
Gillette Stadium c/o Capital Convention Contractors
1 Patriot Place
Foxborough, MA 02035

*******PLEASE READ THE LIABILITY AND INSURANCE BULLETIN INCLUDED IN THIS MANUAL*******

	NUMBER OF PIECES	EST. WEIGHT	CARRIER(S)	TRACKING # (Please provide Pro Number)	EST. DATE OF ARRIVAL	EST. COST (Of Material Handling) (200 lb. min. per shipment)
ADVANCE SHIPMENTS Warehouse						
DIRECT SHIPMENTS Showsite/ Exhibit Hall						

If shipment is greater than 3,000 lbs., what is the weight of the single heaviest piece being shipped? _____
Please provide contact information for person in charge of your move-in that will be on site:

CONTACT NAME _____ PHONE # ( ) _____

OUTBOUND SHIPPING INFORMATION

- **OUTBOUND CAPITAL BILLS OF LADING** must be completed and turned in at the Capital Service Desk. Any freight left on the show floor without a completed Bill of Lading will result in a service fee equal to ½ hour of labor.
- **DO NOT LEAVE YOUR BILL OF LADING IN YOUR BOOTH!**
- **A credit card is required for material handling services. Exhibitor is responsible for all shipping charges regardless of carrier. Payments must be in US FUNDS. Please complete credit card information on the CREDIT CARD Authorization form.**
- **Drivers MUST check in at the loading dock by 9:00 PM on October 2, 2013 or the shipment will be re-routed to the show carrier.**
- **Return to Warehouse Fee:** Shipments returned to Capital's warehouse will be assessed a $7.00 per cwt or a $50.00 minimum charge, whichever is greater.

CHECK appropriate arrangements**:**

☐ Freight arrangements will be handled by Capital Convention Contractors common carrier, collect.
☐ Freight arrangements will be handled by exhibitor. NAME OF CARRIER: _____

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Material Handling Rate Schedule as well as the Liability and Insurance Bulletin as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____

Address _____ City/State/Zip _____ Signature _____

Phone ( ) _____ Fax ( ) _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.
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Return to Table of Contents

CAPITAL
convention contractors
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capitalconventions.com | Fax: 508-351-9911
877-335-3700

ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

MATERIAL HANDLING RATE SCHEDULE

Rate Classifications

- Crated - Material that arrives as a single shipment on a dedicated truck that is skidded and/or crated or in any type of shipping container that can be unloaded at the dock with no additional handling required.
- Additional Handling - Material delivered in such a manner that it requires additional handling, such as (but not limited to) shipments that are loaded by cubic space, ground loading/unloading, stacked or constricted space loading/unloading, designated piece loading/unloading, alternate delivery location, loads mixed with pad wrapped material, carpet/pad, multiple shipments, pad wrapped shipments, uncrated shipments, no documentation (including weight tickets), and inaccurate or missing weights which require shipment to be re-weighed on the dock. Shipments loaded in this manner require additional time, equipment and/or labor. Courier type companies (such as Federal Express, UPS, and DHL), airfreight and local cartage companies, POVs & company trucks are included in this category due to their delivery procedures.
- Uncrated - Material that is shipped loose or pad-wrapped, and/or unskidded machinery without proper lifting bars or hooks.
- Small Packages - A shipment of any number of pieces with a combined weight not to exceed 25 lbs that is received on the same day, from the same shipper and delivered by the same carrier.

Additional Fees May be Applicable

- Off-Target: Direct shipments that do not arrive on the date or time assigned.
- Late to Warehouse Fee: Shipments arriving after September 25, 2013.
- Early Shipments to Warehouse: Any shipment arriving prior to September 2, 2013.
- Shipments Returned to Warehouse: Shipments returned to the warehouse at close of the show will be charged an additional fee of $7.00 per cwt or $50.00 minimum charge, whichever is greater. Shipments not picked up from the warehouse within 72 hours will be charged for storage by Capital Convention Contractors.
- Additional charges will apply for any shipment left on floor without a Capital Bill of Lading form completed and turned into the Capital Service Desk. One half hour minimum Capital supervised labor fee will be charged.

Overtime

Overtime is Monday through Friday prior to 8 a.m. and after 4:30 p.m.; all day Saturday, Sunday and observed union holidays.

- Overtime will be applied to all freight received at or moved from the warehouse and/or show site during above listed times.
- Your shipment is moved into or out of showsite on overtime due to scheduling beyond Capital's control.

Rate Classifications:	Price Per CWT	200 lb. minimum
Advance Shipments to Warehouse (200 lb minimum) - Advance Freight Deadline Date: September 25, 2013		
Crated	**$ 56.00**	**$112.00**
Additional Handling	**$ 70.00**	**$140.00**
Crated Overtime Inbound/Outbound*	**$ 19.60**	**$ 39.20**
Additional Handling Overtime Inbound/Outbound*	**$ 24.50**	**$ 49.00**
***Uncrated shipments will NOT be accepted at the Advance Warehouse.*		
Additional Surcharges		
Early Shipments to Warehouse Crated*	**$ 19.60**	**$ 39.20**
Early Shipments to Warehouse Additional Handling*	**$ 24.50**	**$ 49.00**
Late to Warehouse*	**$ 19.60**	**$ 39.20**
Direct Shipments to Show Site (200 lb minimum) - First Day of Direct Freight Acceptance: October 2, 2013		
Crated	**$ 54.00**	**$108.00**
Additional Handling	**$ 67.00**	**$134.00**
Uncrated	**$ 73.00**	**$146.00**
Crated Overtime Inbound/Outbound*	**$ 18.90**	**$ 37.80**
Additional Handling Overtime Inbound/Outbound*	**$ 23.45**	**$ 46.90**
Uncrated Overtime Inbound/Outbound*	**$ 25.55**	**$ 51.10**
Additional Surcharges		
Off-Target Fee Crated*	**$ 18.90**	**$ 37.80**
Off-Target Fee Additional Handling*	**$ 23.45**	**$ 46.90**
Off-Target Fee Uncrated*	**$ 25.55**	**$ 51.10**
Shipments Returned to Warehouse* ($7.00 per cwt or $50.00 minimum, whichever is greater)	**$ 7.00 per cwt**	**$ 50.00 minimum**
	First Piece	**Additional Pieces**
Small Packages (**direct shipments only**, 25 lbs. or less combined, received on the same day, same shipper, same carrier)	**$ 35.00**	**$ 20.00**

**In addition to above charges.*

MONEY SAVING TIPS - Consolidate shipments when total weight is less than 200 lbs. for example:

3 Separate Shipments
54 lbs. charged @ 200 lbs. $216.24
59 lbs. charged @ 200 lbs. $216.24
72 lbs. charged @ 200 lbs. $216.24
Total: 185 lbs. Total Cost: $648.72

1 Consolidated Shipment
3 pieces (1 shipment)
185 lbs. @ 200 lbs. = $216.24
Total Savings: $432.48

Sub-Total: $_____

Total: $_____

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Material Handling Rate Schedule as well as the Liability and Insurance Bulletin as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____

Address _____ City/State/Zip _____ Signature _____

Phone ( ) _____ Fax ( ) _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.
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Return to Table of Contents

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ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

MATERIAL HANDLING POLICY

CERTIFIED WEIGHT TICKETS

In the event that no weight tickets or inaccurate weight tickets are indicated on the delivery documents presented, Capital shall estimate the weight or re-weigh, and charges shall be based upon the estimates. The estimated weight shall be final and binding if actual scale weight figures are not submitted prior to the close of the show. All shipments received at the warehouse and show site are subject to re-weigh.

OVERTIME

An overtime surcharge per cwt, for each occurrence, will apply if:

- Shipments are received on overtime.*
- Overtime will be applied to all freight received at the warehouse and/or show site that must be moved into or out of booth during below listed times.
- Shipment is moved into or out of show site on overtime due to scheduling beyond Capital's control.

*Overtime is:

- Monday through Friday before 8:00 a.m. and after 4:30 p.m.
- All day Saturday, Sunday, and observed union holidays

INBOUND SHIPMENT(S)

All charges are based upon inbound weight certificates and are quoted on a round-trip basis whether services are utilized completely or not. All charges are per cwt (100 lbs.), rounded up to the next 100 lbs., with a 200 lb. minimum. Capital will receive advance crated shipments at the warehouse and will provide up to 30 days free storage prior to the show. Capital will receive direct shipments at showsite on scheduled move-in day(s). Capital will provide delivery to booth, storage of empty packing materials, and return outbound shipments to the loading dock. All shipments must be accompanied by certified weight tickets. Capital reserves the right to re-weigh your Shipment(s) to determine actual weight. Consistent with trade show industry practices, there may be a lapse of time between the delivery of shipment(s) to the booth and the arrival of exhibitor or his/her representative. During this time the materials will be left unattended. Capital Convention Contractors will not be responsible or liable for any loss, damage, theft, or disappearance of exhibitor's material after it has been delivered to the exhibitor's booth. Capital recommends hiring security services from the facility or Show Management.

OUTBOUND SHIPMENT(S)

Consistent with trade show industry practices, there may be a lapse of time between the completion of packing and actual pick up of materials from the booths for loading onto a carrier. During this time the materials will be left unattended. Capital Convention Contractors will not be responsible or liable for any loss, damage, theft, or disappearance of exhibitor's material between the time it is packed and when it is picked up and loaded. Capital highly recommends hiring security services from facility or Show Management. All Material Handling Agreements submitted to Capital by the exhibitor will be checked at the time of pick up from the booth, and corrections will be made where discrepancies exist between the quantities of items on the form submitted to Capital and the actual count of such items in the booth at the time of pick up. Capital shall not be responsible for loss, damage, or delay due to fire, acts of God, strikes, lockouts, or work stoppages of any kind or for any causes beyond its control. If found liable for any loss, CAPITAL'S sole and exclusive MAXIMUM liability for loss or damage to EXHIBITOR'S materials and EXHIBITOR'S sole and exclusive remedy is limited to $ .50 (USD) per pound per article with a maximum liability of $100.00 (USD) per item, or $1,500.00 (USD) per shipment, whichever is less. Capital shall not be liable to any extent whatsoever for any actual, potential, or assumed loss of profits or revenues or for any collateral costs that may result from any loss or damage to an exhibitor's materials that may make it impossible or impractical to exhibit same. The consignment or delivery of a shipment to Capital by an exhibitor or by any shipper on behalf of the exhibitor shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this bulletin. It is suggested that exhibitors insure all shipments from the time that they leave exhibitor's company until they are returned from the show. Your insurance carrier can add a rider to your current policy. Shipments left on the floor without forwarding instructions will be shipped out or returned to our Warehouse pending re-routing. No liability will be assumed as a result of such re-routing or handling.

ALL CHARGES ARE THE RESPONSIBILITY OF THE EXHIBITING COMPANY FOR WHOM MATERIALS HAVE BEEN RECEIVED AND HANDLED.

CAPITAL RESERVES THE RIGHT TO SHIP MATERIALS WITH THE OFFICIAL SHOW CARRIER IF EXHIBITOR CARRIER DOES NOT CHECK IN BY THE APPOINTED DATE AND TIME: **October 2, 2013 9:00 PM**.

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ISPE Boston Area Chapter Product Show
Gillette Stadium
Foxborough, MA
October 2, 2013

CARTLOAD SERVICE ORDER FORM

Cartload Service is available for Personally Owned Vehicles (POV) such as automobiles or vans/mini-vans only.

Exhibitors who would like assistance with the unloading and re-loading of their show materials at the loading dock may order Cartload Service through Capital at the rates listed below:

Load Description	One way Rate	Round Trip Rate	Total
1 -7 boxes	$45.00	$90.00	
8 -15 boxes	$75.00	$150.00	

Cartload Service Guidelines

- Cartload service is provided on a first-come, first serve basis for non-skidded and non-pallet items unloaded from and loaded into non-commercial vehicles.
- Cartload service is for carton items only, NO MACHINERY.
- Cartload service is provided from the loading dock to the exhibit booth and back to the loading dock only.
- Cartloads are not available to assist with booth set-up or booth tear down. Please order labor separately.
- Cartload service pricing includes labor and moving equipment.

PLEASE COMPLETE THE FOLLOWING INFORMATION ON EACH ORDER SHEET. I have read and understand the Liability and Insurance Bulletin included in this packet and as stated on the enclosed sheets.

Company Name _____ Contact Person _____ Booth # _____

Address _____ City/State/Zip _____ Signature_____

Phone ( ) _____ Fax ( ) _____ Email address _____

If you have any questions, please feel free to contact Exhibitor Services at the number below.
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Return to Table of Contents

Use these labels **only** if shipping **in advance** to warehouse

From: _____
Exhibiting Company/Organization

To: Capital
Convention Contractors

35 Lyman Street
Northborough, MA 01532

Show: ISPE

Booth# _____

Carrier _____

Piece # ____ of _____

RUSH

Exhibit Material

Use these labels **only** if shipping **in advance** to warehouse

From: _____
Exhibiting Company/Organization

To: Capital
Convention Contractors

35 Lyman Street
Northborough, MA 01532

Show: ISPE

Booth# _____

Carrier _____

Piece # ____ of _____

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RUSH

Exhibit Material

NOTE: Please review the Liability and Insurance Bulletin. The consignment or delivery of a shipment to Capital Convention Contractors, Inc., by an exhibitor, or by any other shipper on behalf of the exhibitor, shall be construed as an acceptance by such exhibitor (and/or other shipper) of the terms and conditions set forth in this bulletin.

Return to Table of Contents

Use these labels **only** if shipping
Direct to Show Site

From: _____
Exhibiting Company/Organization

To: Capital
Convention Contractors
c/o Gillette Stadium
1 Patriot Place
Foxborough, MA 02035

Show: ISPE

Booth# _____

Carrier _____

Piece # ____ of _____

RUSH

Exhibit Material

Use these labels **only** if shipping
Direct to Show Site

From: _____
Exhibiting Company/Organization

To: Capital
Convention Contractors
c/o Gillette Stadium
1 Patriot Place
Foxborough, MA 02035

Show: ISPE

Booth# _____

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RUSH

Exhibit Material

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Return to Table of Contents

YRC FREIGHT

Exhibit Services

Reliable tradeshow transportation services

Return to Table of Contents

Trust YRC Freight for tradeshow transportation

YRC Freight is ready to customize transportation solutions for any exhibit shipment, any size load.

With increased reliability, quality and speed, YRC Freight gives you the freedom to choose the level and speed of service most appropriate for your shipment. YRC Freight Sealed Exhibit™ security and caravan services deliver efficient transportation from show to show.

Shipment visibility provides additional peace of mind. Enjoy the transportation management tools on my.yrcfreight.com, and gain online control of your shipment from start to finish.

The show must go on

And so will your business, with the confidence to focus on your customers, not the whereabouts of your tradeshow booth. YRC Freight is the first and only provider to offer customers a free inbound guarantee.* Be confident your booth will arrive on time with YRC Freight.

Gain the on-site advantage

Move in, set up and move out. It's simple when you work with the exhibit experts. YRC Freight professionals are at the big trade shows, ensuring your materials arrive on time and depart quickly – so you don't miss the next tradeshow deadline.

Secure success

YRC Freight guarantees safe delivery with our patented Sealed Exhibit™ protection and security solution. Pay for only the space your shipment occupies. Your exhibit is sealed behind a locked partition and is protected from pickup through delivery to the show site.

* Subject to applicable Tariffs and Rules and Conditions publications.

Confidence Delivered.®

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Return to Table of Contents